

Changes in Primary care

Within the next few months there will be several changes in how we provide services to you. We are doing this to improve both your ability to contact us and to ensure you get the best medical care available.

We are starting a process called **Primary Care Manager by Name** (PCMBN). This means that when you need care, you will see your assigned primary care provider. We will make sure that there are enough appointments that this can be done.

The only time you should see another provider is if your Primary Care Manager is on leave, temporary duty elsewhere, or deployed.

We are also grouping our providers into two or three provider clinic teams so that when your provider is not available you will see one of the other team members who will be more familiar with your needs.

We also are going to handle phone calls differently. The nursing staff that supports your provider will also answer the phone, make appointments, assist with consults and medication refills and provide medical advice as requested. We want to minimize use of voice mail by answering as many phone calls as possible.

What do you need to do?

You need to know who your Primary Care Manager (PCM) is. Everyone who is enrolled to Tri-Care Prime here at Fox has an assigned PCM. If you don't know who that is, ask at the time of your next appointment.

You also need to know the number to your clinic. These will be available soon on business cards and refrigerator magnets, grab one at the front desk.

PCMBN care has been shown to be the best way to deliver excellent Primary Care and we are committed to doing our best for you.